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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|----------------------------------|-------------|----------------------|---------------------|------------------|
| 09/824,850 | 04/02/2001 | Simon Jacobs | 500744.01 | 9966 |
| 27076 | 7590 | 08/28/2007 | EXAMINER | |
| DORSEY & WHITNEY LLP | | | BOYCE, ANDRE D | |
| INTELLECTUAL PROPERTY DEPARTMENT | | | ART UNIT | |
| SUITE 3400 | | | PAPER NUMBER | |
| 1420 FIFTH AVENUE | | | 3623 | |
| SEATTLE, WA 98101 | | | MAIL DATE | |
| | | | DELIVERY MODE | |
| | | | 08/28/2007 | |
| | | | PAPER | |

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

DETAILED ACTION

Information Disclosure Statement

1. The IDS submitted January 22, 2007 has been considered, including the Bisio et al (Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers) reference, which was not originally considered.

Conclusion

2. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Andre Boyce whose telephone number is (571) 272-6726. The examiner can normally be reached on 9:30-6pm M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

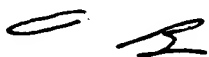
Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only.

Art Unit: 3623

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adb
August 23, 2007


ANDRE BOYCE
PATENT EXAMINER
A.U. 3623